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# Natural Disaster Assistance for Missouri Citizens Disaster Response Guidance for Public Drinking Water and Wastewater Systems

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**1-800-361-4827**

Department of Natural Resources fact sheet

5/2003

The following information is intended to provide initial emergency guidance to the operators, owners and employees of both publicly and privately owned facilities that produce and distribute drinking water or collect and treat wastewater. Facilities damaged or out-of-service because of a disaster situation should follow their own emergency plan and procedures. If no plan is available, or for further support and guidance, individuals should contact an office listed in the emergency telephone numbers section of this document.

## **Disaster Response: First Steps**

- Implement your emergency response plan.
- Contact the Department of Natural Resources' regional office serving you for further information. See the regional office map at [www.dnr.mo.gov/regions/regions.htm](http://www.dnr.mo.gov/regions/regions.htm) for a listing of the regional office nearest you.
- Consult the resource list at the end of this document.

## **Restoring Service**

**When attempting to restore service, be aware of potential hazards. Use the "buddy system." Exercise caution with respect to the following:**

- Confined spaces – use personal protection when entering. Test atmosphere for toxic or explosive gases and oxygen levels. If in doubt, ventilate or don't enter.
- Electrical hazards
- All underground utilities
- Hazardous chemicals, such as chlorine
- Biological hazards, such as bacteria and viruses
- Potential for back injuries
- Possibility of cave-ins or collapse of trenches
- Structural damage and the potential for failure of a damaged structure
- Fire or potential for fire

**Remember that safe operations always take precedence over short cuts. Time saved is not worth a life lost or serious personal injury.**

## Emergency Telephone Numbers

**The following numbers are answered 24 hours a day, 7 days a week:**

Missouri Department of Natural Resources' Environmental Emergency Response	(573) 634-2436
Missouri Highway Patrol Headquarters	(573) 751-3313
U.S. Environmental Protection Agency	(913) 281-0991
U.S. Army Corps of Engineers Kansas City District	(816) 426-6320
CHEMTREC—Hazardous materials information	1-800-424-9300
National Response Center—oil and chemical spills; terrorist threats	1-800-424-8802
National Weather Service, Kansas City	(816) 540-6125
National Weather Service, St. Louis	(636) 447-1887
National Weather Service, Springfield	(417) 869-4491

**The following numbers are answered during normal business hours:**

Department of Natural Resources	1-800-361-4827
Department of Natural Resources' Public Drinking Water Program	(573) 751-5331
Department of Natural Resources' Water Pollution Control Program	(573) 751-1300
Department of Natural Resources' Regional Offices	
Kansas City	(816) 622-7000
Macon	(660) 385-2129
Poplar Bluff	(573) 840-9750
St. Louis	(314) 416-2960
Springfield	(417) 891-4300
State Emergency Management Operations Center	(573) 751-9500
(After hours)	(573) 751-9512
Mo. Dept. of Health and Senior Services	(866) 628-9891
Mo. Rural Water Association	(573) 657-5533
Mo. Water and Wastewater Conference	(573) 761-0376
International Bottled Water Association	1-800-WATER-11

**For publications on restoring services after disasters, please call the Department of Natural Resources' Environmental Assistance Office at 1-800-361-4827, Monday through Friday, 8 a.m. to 5 p.m.**

## For More Information Contact

Department of Natural Resources  
P.O. Box 176  
Jefferson City, MO 65102-0176  
1-800-361-4827 or (573) 751-3443  
[www.dnr.mo.gov](http://www.dnr.mo.gov)